

SYNCHRONIZATION OF AGENT SKILL DATA

ABSTRACT

A method and system for automatically updating and synchronizing contact center agent skill data maintained in a central agent skill database with a routing system based upon skill-changing events triggered in skill-impacting systems.

Contact center agent skills may be maintained in a skill database for a set of agents. A skill-impacting system (such as an education system, a satisfaction system or a metrics system) may send skill/capability data for an agent. The agent's profile in the skill database may be updated based on the received skill data. Either immediately, when triggered by an event, or at a predetermined interval, a routing system's routing logic may be synchronized with the new data in the agent's profile. When the contact center receives a contact (such as a phone call, an email, a web chat, an instant message, or a fax) from a customer, processing logic in the routing system may select a best-fit agent based on availability and skill data from the agent profiles.